



TSM Survey 2023

for:



Northumberland
County Council

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1. Introduction

Background

This report details the results of Northumberland County Council's 2023 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the first year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2022 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's national STAR benchmark database.

About the survey

The survey was carried out between May and June 2023 with a computer-generated randomly selected half census of tenants households. Paper self completion questionnaires were distributed to selected sample, followed by online survey reminders sent to non-respondents via email and SMS where suitable contacts were available, for a total of two emails and two text messages.

Overall, 990 tenants took part in the survey, which represented a response rate of 26% of those households selected in the sample (error margin +/- 2.9%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%. The final survey data was weighted by interlaced age group and property type to ensure that the survey was representative of the tenant population as a whole.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For a summary of the approach, including detailed methodology, please see appendix A.



2. Executive summary

Bench mark	2022 result	Change over time	2023 result	Tenant Satisfaction Measure
79%	78%	↓	73%	satisfaction overall
83%	84%	↓	72%	home is safe
74%	N.A.		67%	home is well maintained
66%	53%	↑	58%	communal areas clean and maintained
79%	83%	↓	74%	repairs service in last 12 months
74%	76%	↓	66%	time taken to complete last repair
65%	64%	↓	50%	listens to views and acts on them
74%	67%	↓	54%	being kept informed
77%	76%	↓	70%	treated fairly and with respect
50%	N.A.		24%	approach to handling complaints
64%	60%	↓	58%	makes a positive contribution to area
58%	57%	↓	48%	approach to handling ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline

2. Executive summary

Overall satisfaction

1. Overall tenant satisfaction with the services provided by Northumberland County Council housing services has fallen to 73% compared to the 78% achieved just a year ago in 2022. However, this is consistent with sector wide trends as customer satisfaction scores have been significantly impacted by the cost of living crisis, inflationary rent increases and shortages in labour and materials.
2. Although the Council's overall satisfaction score is now further below the benchmark median than it was last year (6% below vs 4%), it is not unreasonable to expect this gap to close later in the year as more landlords complete their TSM surveys.
3. These wider factors haven't just affected the overall satisfaction score, as most of the survey's measures have also fallen by a similar or greater margin. The exceptions to this are the 'customer effort' score and neighbourhood satisfaction which have remained stable (sections 7 and 8), plus a small increase in satisfaction with communal areas (section 4).
4. The most influential demographic category in most tenant surveys is age group, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (87%, over 65s) and significantly lower amongst the under 35s (62%). On many questions the under 35s have also demonstrated greater drops in satisfaction than other age groups, including repairs.
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the five strongest factors most closely associated with overall tenant satisfaction are:
 - Provide a home that is well maintained (67% satisfied, section 4)
 - Easy to deal with (76%, section 7)
 - Treats tenants fairly and with respect (70%, section 7)
 - Rent value for money (73%, section 5)
 - Repairs service received over the last 12 months (74%, section 6)

The home

6. Around two thirds of tenants feel that the Council provides a home that is well maintained, which is below the benchmark average (67% v 74%, section 4).
7. How tenants responded to this question is the strongest 'key driver', which means it is the best predictor of overall tenant satisfaction. This is a common survey finding in the post-pandemic era.
8. Since last year satisfaction with the safety of the home has fallen by 12 points to 72%, which is now lower than the benchmark average of 84%. This may be as a result of the wording change in TSM, the 2022 question referred to both safety and security. It may also be influenced by recent high profile national media reports about housing safety.
9. Over half of respondents with communal areas are satisfied with how they are cleaned and maintained (58%) which is a small, albeit not quite statistically significant, increase when compared to the 2022 score (was 53%).

2. Executive summary

Repairs

10. Three quarters of tenant households respondents are satisfied with the repairs service received over the last 12 months (74%), which has fallen by 9% since last year (section 6).
11. This question is a key driver of landlord satisfaction, which coupled with general property maintenance emphasises the bricks and mortar theme of this year's survey results.
12. There is a matching drop of 10% in the rating for the time taken to complete the last repair (now 66%), which means that a quarter of tenants who received a repair in the last year are dissatisfied with the timeliness (25%).

Communication

13. Two of the top three key drivers of tenant satisfaction are on the nature of the customer relationship between them and housing services.
14. The first of these is the extent to which housing services is easy to deal with which is often referred to as a 'customer effort' score (76% satisfied). Unlike virtually all of the other questions this has remained stable over time and against the benchmark (section 6).
15. The second is whether housing services treats tenants fairly and with respect. Although this score has fallen by six points since last year to 76%, this is entirely due to more people than before ticking the middle point of the rating scale.
16. However, both the extent to which tenants are kept informed about issues that affect them (54% satisfied) and whether the Council listens and acts on tenants' views (50% satisfied) have fallen significantly by 13-14% in just a single year. It is probable that this is linked to the aforementioned issues with repairs and maintenance.

Value for money

17. Since last year there has been a statistically significant 8% fall in satisfaction with rent value for money (now 73%). It is also now a key driver of overall satisfaction (section 5).
18. However, in the midst of a cost-of-living crisis and coming not long after rent increases that are unprecedented this century, it is to be expected that this rating would fall.
19. Although satisfaction with service charge value for money has also fallen (now 67%), as was also true last year it still performs better than rent relative to the Housemark benchmarks.

Neighbourhoods

20. When asked to rate their local area, around three quarters of respondents are satisfied with their neighbourhood as a place to live (73%), and 58% are satisfied that the Council make a positive contribution to their neighbourhood.
21. Both ratings are largely unchanged since last year, albeit slightly below the benchmark level.
22. Just under half of the sample are satisfied with the Council's approach to handling anti-social behaviour (48%), compared to 27% that are dissatisfied. This is below the benchmark average of 53%, having fallen by a statistically significant 9% since 2019.

Complaints

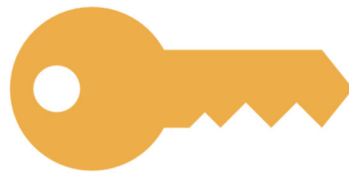
23. It is important to understand that the regulatory complaints satisfaction question is very broad, to the extent that a quarter of respondents claimed to have made a complaint. This result should therefore be viewed as comments on how the Council generally deals with issues or problems that arise, rather than a measure of how the formal complaint process performs (section 9).
24. Unfortunately, only a quarter of those that claimed to have complained are satisfied with the Council's approach to the handling of their complaint (24%), which is considerably below the benchmark median of 50%.



3. Services overall

73%

satisfied
overall



top 'key
drivers'

1. home that is well maintained
2. easy to deal with
3. treated fairly & with respect
4. rent value for money
5. repairs service in last 12 mths



Overall satisfaction has fallen significantly since 2022, but cost-of-living has suppressed satisfaction scores across the sector



Most satisfaction scores are on par with TSM benchmarks from other ARP Research clients



Property maintenance is the strongest theme of the 'key driver' list of the best predictors of overall satisfaction



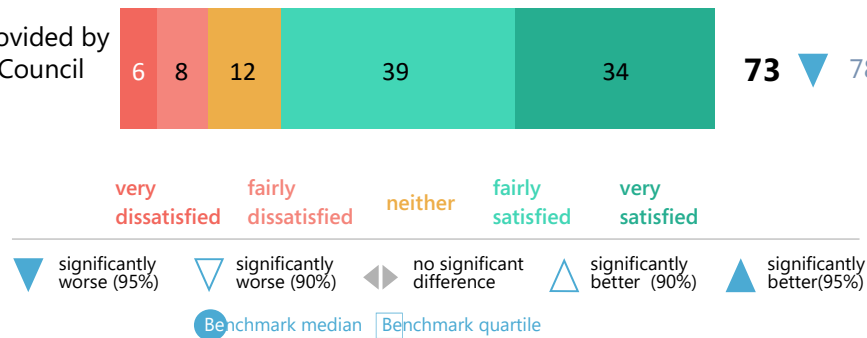
Substantial differences by age group, being much higher than average for the over 65s but much lower for under 35s

3. Services overall

3.1 Overall satisfaction

% Base 983 | Excludes non respondents

Overall service provided by Northumberland Council housing services



Overall tenant satisfaction with the services provided by Northumberland County Council housing services has **fallen** to 73% compared to the 78% achieved just a year ago in 2022.

This is a ‘statistically significant’ change meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

This is disappointing but does have to be viewed in the context of events since the last survey. Tenants are currently struggling to cope with the **cost-of-living** crisis, compounded by the fact that landlords are also affected by high inflation with most having to increase rents, as well as dealing with shortages in labour and materials.

This pattern of satisfaction having fallen significantly compared to previous years is starting to be reported by landlords across the country, although it should be noted that it isn’t yet fully reflected in **benchmark** data that is by its nature a trailing measure. Accordingly, although the Council’s overall satisfaction score is now further below the benchmark median than it was last year (6% below vs 4%), it is not unreasonable to expect this gap to close later in the year as more landlords complete their TSM surveys.

These wider factors haven’t just affected the overall satisfaction score, as most of the survey’s measures have also fallen by a similar or greater margin. The exceptions to this are the ‘customer effort’ score and neighbourhood satisfaction which have remained stable (sections 7 and 8), plus a small increase in satisfaction with communal areas (section 4).

Key drivers

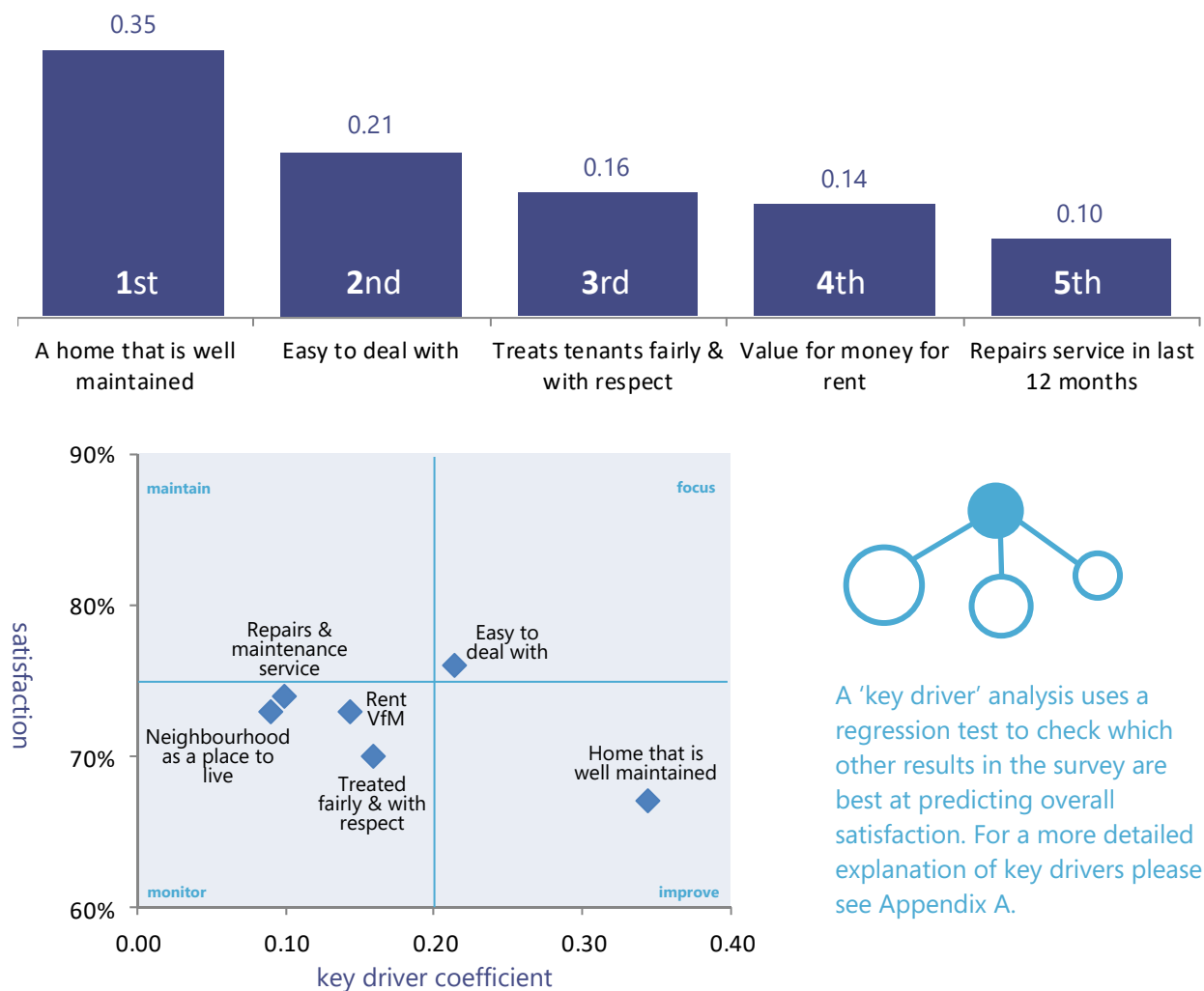
A ‘key driver’ analysis is a statistical test known as a ‘regression’ that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

The most obvious finding was that the extent to which tenants feel that their home is **well maintained** is the dominant factor, whilst the **repairs service** received over the last 12 months also appears on the list. This is a continuation of the pattern from last year, where the older STAR question on general standards of repairs and maintenance was the strongest key driver.

3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.804 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



This focus on bricks and mortar issues is a very common theme in tenant surveys completed in the post-pandemic era, during which landlords have been recovering from repairs backlogs, reconfiguring scheduled maintenance plans and coping with the aforementioned challenges in the cost and availability of materials and labour.

What this suggests is that Northumberland Council tenants are most strongly focused on the **physical fabric** of their homes, but the quality of the **customer relationship** between them and their landlord is also very important, as evidenced by the next two items in the key driver list.

The first of these is the extent to which housing services is **easy to deal with**, which is also a repeat of the pattern in 2022. This is a Housemark core STAR question and is often referred to as a 'customer effort' score. The Council's performance in this regard is one of the best relative to the benchmarks being on par with other landlords (see section 7), but it's continued inclusion on this list emphasises how influential a painless customer service experience is on their broader attitudes towards the Council.

A related topic is the extent to which the council **treats tenant fairly and with respect** which is the third placed key driver, having again also appeared in the list last year. This question is a common key driver since its introduction in TSM surveys.

A new inclusion on this year's key driver list is **rent value for money**, as is to be expected considering current financial conditions and in the context of the recent rent increase, with satisfaction having fallen by 8% since 2022 (section 5).

3. Services overall



Change over time

- Overall satisfaction has **fallen** by a statistically significant 5%.
- By area, there was a particularly sharp fall in satisfaction in **Seaton Delaval** (71% v 83%).



By people

- The most influential demographic category in most tenant surveys is **age group**, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (87%, over 65s) and significantly lower than the overall score amongst the under 35s (62%). For full details see table 10.5.



By place

- There is only one significant difference between the overall score and any of the five main areas, with tenants in **Cramlington** significantly more satisfied than average (79%), with this the only area where satisfaction has not fallen compared to a year ago.
- The single area with the highest satisfaction level is Cramlington (79%), whilst the lowest is once again **Blyth South** (70%, was 75%).
- Overall satisfaction is significantly higher than average for tenants in bungalows (83%) but is significantly lower than average amongst those living in **flats** (65%).

3.3 Overall satisfaction by area

	Sample size	% positive
		Overall satisfaction
Overall	990	73
Alnwick	203	73
Blyth North	200	73
Blyth South	219	70
Cramlington	188	79
Seaton Delaval	175	71

Significantly **worse** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



4. The home

72%
▼



safe

67%



well maintained



The maintenance of the home is the strongest key driver of overall satisfaction



The ratings in this section are notably below the benchmark average scores



Satisfaction with the safety of the home has fallen significantly, but question wording has changed slightly



Just over half of those with communal areas are happy with their cleaning and maintenance (58%), which is up slightly

4. The home

The revised TSM question about the standard of the property doesn't have comparable wording to the old survey which used the draft TSM wording, so cannot be compared directly to the 2022 results. However, two thirds of the Council's tenants are satisfied that their home is **well maintained** (67%), which is again a number of percentage points lower than the current Housemark benchmark of 74%.

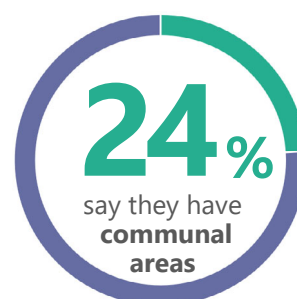
The maintenance of the property is the strongest **key driver** of overall satisfaction, which as previously mentioned is a common finding for tenant survey results at the moment with the cumulative effects of the pandemic, inflation and shortages on property maintenance programmes. Although the exact questions have changed with the introduction of TSMs, the overall pattern of maintenance being the top predictor of satisfaction is the same as it was in 2022 (see section 3).

The next question in this section, asking about the **safety** of the building, is similar enough to be able to track over time. Unfortunately, this too has fallen by a statistically significant twelve points to 84%, whilst a 16% of respondents are dissatisfied (was 10%).

This is of course a concern, but again might be being influenced by outside factors. Firstly, the older STAR version of this question refers to safety *and* security which although considered by Housemark to be comparable, is slightly different. In addition, there have been high profile national media reports about housing safety, most notably regarding damp and mould, resulting in increased complaints across the sector. As a likely consequence, recent TSM surveys amongst ARP clients have all seen substantial falls in ratings for this question.

One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of **communal areas**. Accordingly, survey respondents are asked to self-categorise whether they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Around a quarter of the Council's tenants felt that this question applied to them (24%).

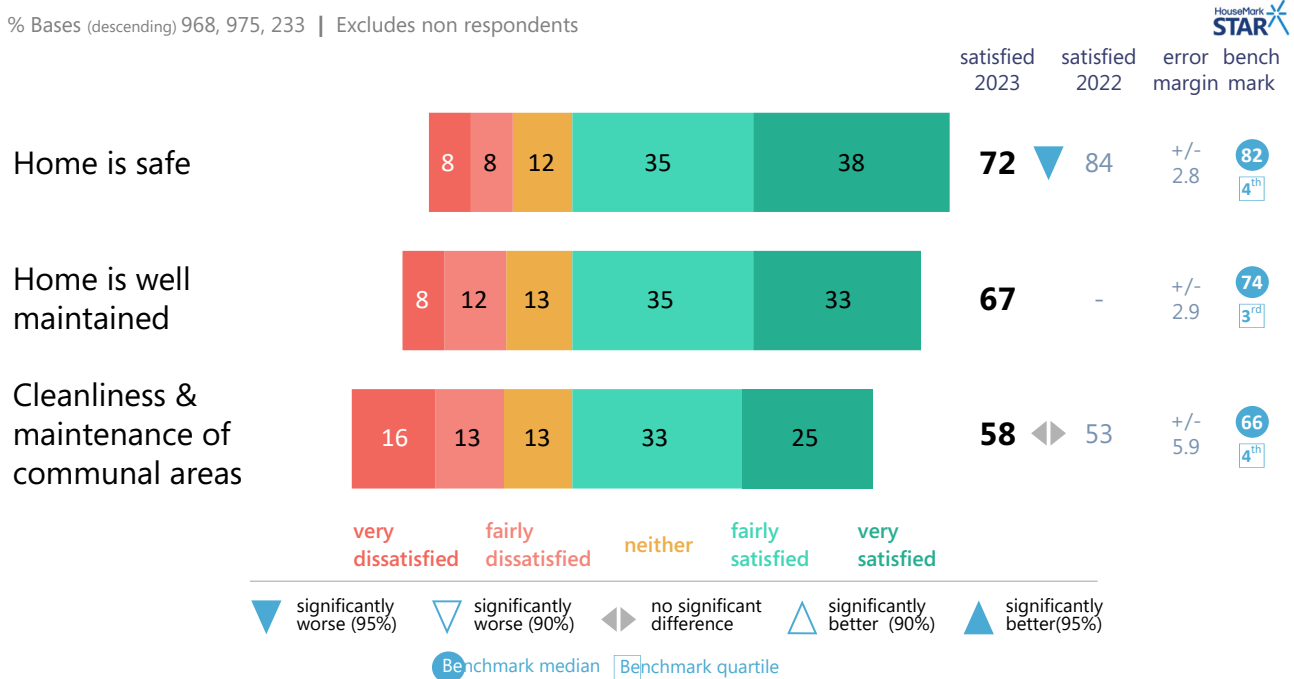
A little over half of these respondents are satisfied with how these communal areas are cleaned and maintained (58%) which in this case is actually a small, albeit not quite statistically significant, increase when compared to the 2022 score (was 53%). Nevertheless, this is another rating that is still in the fourth quartile compared to the current Housemark benchmark median, and there may be some issues in the **Alnwick** area (42% satisfied, 48% dissatisfied).



4. The home

4.1 Satisfaction with the home

% Bases (descending) 968, 975, 233 | Excludes non respondents



Change over time

- Satisfaction with the **safety** of the home has fallen significantly since 2022 from 84% to 72%.
- In contrast, there is a small increase in the cleanliness and maintenance of **communal areas** (58%, was 53%).

By people

- Both the maintenance and safety of the home are rated significantly lower than average amongst the **under 50's**, especially the youngest aged under 35 (52% 'maintenance', 66% 'safety'). Both are rated significantly higher than average by those aged 65 or over (82% 'maintenance, 84% 'safety').
- As expected, there is a notable difference in the rating for the maintenance of the home by whether or not respondents have **had a repair** (68% v 63%).

By place

- Satisfaction with the **safety** of the home is somewhat lower for tenants with communal areas than those without (71% v 74%).
- Similarly, tenants in **flats** are significantly less satisfied than average with the safety of their home (62%), compared 72% in houses and 82% of those living in bungalows.
- The lowest satisfaction with maintenance by property type is 64% amongst those living in **houses**, including only 29% that are 'very' satisfied.
- There are no significant variations from the average score by area on property maintenance, albeit ranging from 64% in Blyth North to 72% in Cramlington. Satisfaction with safety ranges from 67% in Blyth South up to 79% in Seaton Delaval.
- Satisfaction with communal areas is rated significantly lower than average in **Alnwick** (42%) but rated significantly higher than average in **Seaton Delaval** (75%).

4. The home

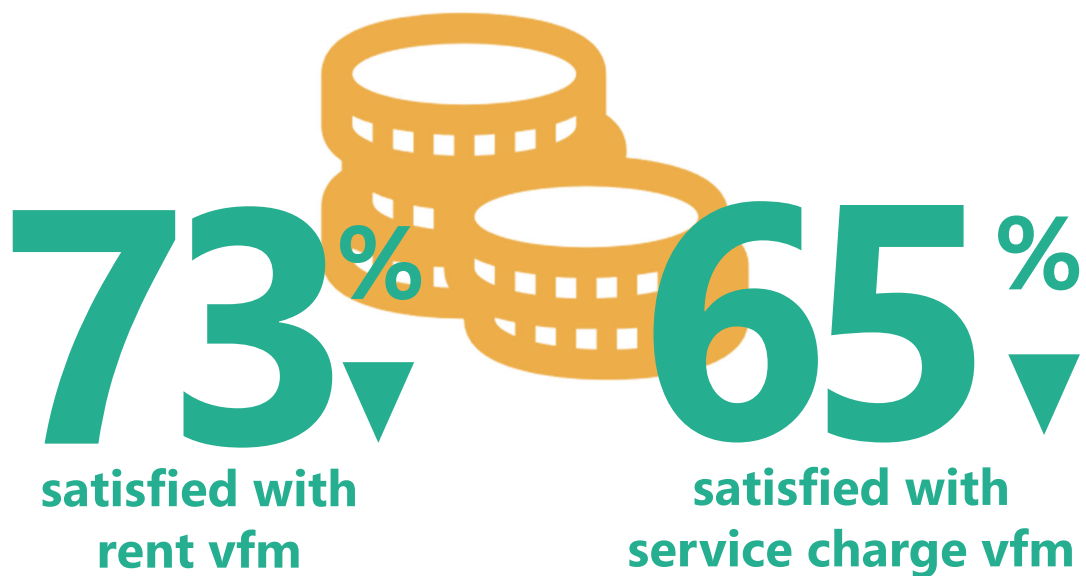
4.2 The home by area

	Sample size	% positive			
		Home is safe	Home is well maintained	Communal areas clean & maintained	
Overall	990	72	67	58	
Alnwick	203	70	66	42	Significantly worse than average (95% confidence*)
Blyth North	200	75	64	48	Significantly worse than average (90% confidence*)
Blyth South	219	67	65	56	Significantly better than average (95% confidence*)
Cramlington	188	73	72	64	
Seaton Delaval	175	79	69	75	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Value for money



Although satisfaction is down significantly, the cost-of-living crisis is an obvious factor



Indeed, rent value for money is now a key driver of tenant satisfaction



Despite also having fallen, service charge value for money still compares reasonably well against the benchmark

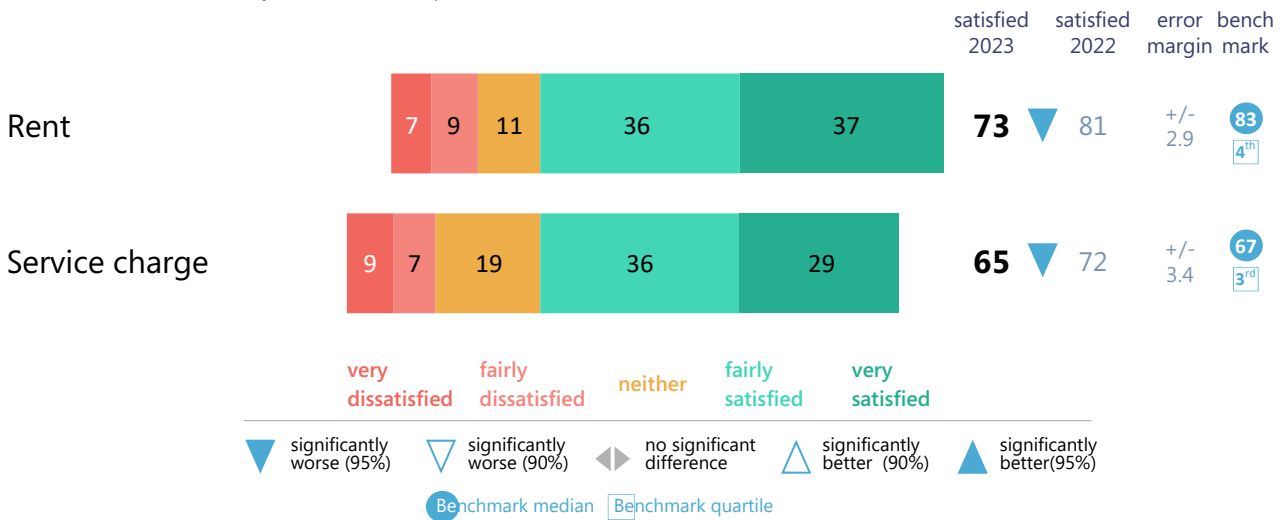


Satisfaction with value for money has fallen furthest amongst the under 35s

5. Value for money

5.1 Value for money

% Bases (descending) 918, 757 | Excludes non respondents



The perceptions of value money represented by both the rent and service charge have both followed the **same trajectory** as the rest of the survey results, with an 8% fall in satisfaction to 73% with rent value for money.

However, in the midst of a **cost-of-living** crisis and coming not long after unprecedented rent increases this century, it is to be expected that this rating would fall. It is also now a key driver of overall satisfaction, albeit still not as strong as other factors such as property maintenance and customer handling (section 3).

Indeed, across the sector it is becoming clear that rent increases at a time where many are struggling to maintain repairs services at previous levels are an obvious culprit for disappointing tenant satisfaction scores more generally.

Although satisfaction with **service charge** value for money has fallen by a similar margin, the fact that 65% of those that answered are still satisfied in this regard keeps the score close to the benchmark median (65% v 67%). This is important because the benchmark is a lagging measure that won't yet reflect the real-world changes in the national economy, so in relative terms the service charge rating again appears to be faring better.

The cost of living does effect groups of people differently, however, and it is interesting that the biggest drop in the rent value for money rating is amongst the under 35s (see overleaf).

5. Value for money



Change over time

- Satisfaction with the **rent** in terms of value for money has **fallen** significantly since 2022 from 81% to 73%. The biggest drop has been amongst the under 35s (14% down).
- A similar fall is observed with the rating for the service charge with 65% of the sample satisfied, down from 72% a year ago.



By people

- **Older respondents** aged 65+ are significantly more satisfied than average with both their rent and service charge (89% and 84% respectively), whereas the youngest tenants are significantly less satisfied with both (62% 'rent', 53% 'service charge').
- In addition, the next two age groups are also significantly less satisfied with both their rent and service charge, albeit only at the 90% confidence level (table 10.5).



By place

- No statistically significant differences from the average score by **area**.
- Although not statistically significant, Seaton Delaval is the most satisfied area with rent and service charge (79% and 71%). Satisfaction with both is lowest in Blyth.
- Both questions are rated significantly lower in **flats** (69% 'rent', 61% 'service charge'), whereas the opposite is true for those living in bungalows (87% 'rent', 78% 'service charge').

5.2 Value for money by area

	Sample size	% satisfied	
		Rent	Service charge
Overall	990	73	65
Alnwick	203	76	68
Blyth North	200	67	61
Blyth South	219	69	60
Cramlington	188	76	67
Seaton Delaval	175	79	71

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Repairs service

74%
▼



service in last
12 months

66%
▼



time taken to
complete repair



Satisfaction with recent repairs received is a key driver of satisfaction



Both repairs ratings have fallen by around 10% since last year



Almost as many under 35s are dissatisfied with the time taken as are satisfied



Repairs satisfaction remains high in Cramlington, but has fallen significantly in Seaton Delaval

6. Repairs service

Satisfaction with the repairs service over the last 12 months is a **key driver** of landlord satisfaction (section 3), which coupled with property maintenance more generally emphasises the continuing bricks and mortar theme of Northumberland Council's tenant satisfaction survey results. The reasons for this have already been noted, chief amongst these is maintaining service levels in the face of inflationary pressures, compounding the existing backlog in planned maintenance caused by the pandemic.

Indeed, satisfaction with the **repairs received** over the last 12 months has fallen by 9% since the last survey (now 74%), with a matching drop of 10% in the rating for the **time taken** to complete the last repair (now 66%).

Indeed, this means that a quarter of tenants who received a repair in the last year are dissatisfied with the time taken to complete it. Furthermore, younger tenants **aged under 35** appear to be the most affected as only 46% of this group are satisfied with timeliness, compared to 42% that are dissatisfied.



Change over time

- Satisfaction with the repairs service has **fallen** significantly from 83% in 2022, to 74%.
- There has been an even greater 10% fall in satisfaction with the **time taken** to complete the repair from 76% to 66%. This includes a 22% drop to 46% in satisfaction amongst the **under 35s**.
- Satisfaction levels are more stable in **Cramlington** but have fallen by 14-15% in **Seaton Delaval**.



By people

- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service in the last 12 month (89%), compared to just 66% of working age tenants, including only 55% of the **under 35s** (down from 60% a year ago).
- The time taken to complete the last repair is also rated significantly higher than average by tenants aged 65 or over (85%), but again the opposite is true for under 35s (46%).



By place

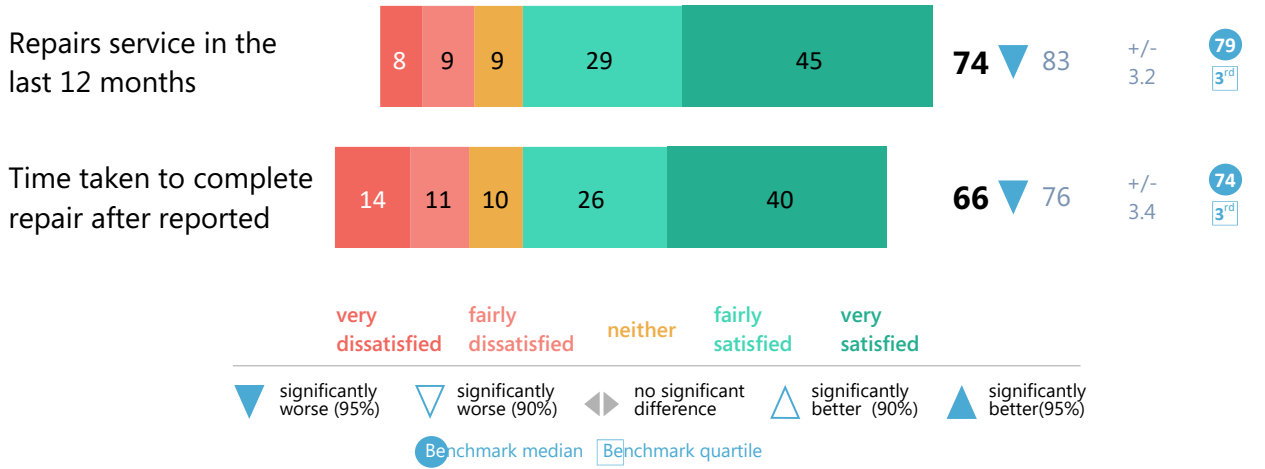
- Some statistically significant differences by **area** with respondents in **Cramlington** significantly more satisfied than average with the service received in the last 12 months (82%) but is rated significantly below average in **Seaton Delaval** (66%).
- Seaton Delaval respondents are also the least satisfied with the time take to complete work (59%).
- Both questions are rated just below average for **houses** (71% 'service in last 12 months', 62% 'time taken'), whereas the opposite is true for those living in bungalows (87% 'service in last 12 months', 79% 'time taken').



6. Repairs service

6.1 Repairs service

% Bases (descending) 754, 755 | Had a repair in the last year. Excludes non respondents



6.2 Repairs service by area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	990	74	66
Alnwick	203	79	72
Blyth North	200	68	63
Blyth South	219	76	65
Cramlington	188	82	71
Seaton Delaval	175	66	59

Significantly worse than average (95% confidence*)

Significantly worse than average (90% confidence*)

Significantly better than average (95% confidence*)

Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



7. Contact and communication



Being easy to deal with and treating tenants fairly and with respect, are both key drivers overall



The easy to deal with 'customer effort' score is one of the few to have remained stable since 2022



Listening to tenants' views, and keeping them informed, have fallen by 13-14% since last year.



This pattern is particularly evident amongst the under 35s, where both scores are down by more than 20%



Most tenant contact is for property or repair issues, so probably linked to the main theme of maintenance

7. Contact and communication

Although the primary theme of the survey results is property maintenance and repairs, the secondary key drivers of tenant satisfaction were both regarding the nature of the **customer relationship** between them and housing services (section 3).

The first of these is just as influential as it was in 2022, being whether tenants find Housing Services easy to deal with. This is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes.

What is especially interesting about this rating is that, unlike virtually all of the other questions, it has **remained stable** being within 1% of both the 2022 score and the benchmark target (76% satisfied). This is very positive finding considering how closely linked this question is to overall satisfaction.

The other clear signifier of overall tenant satisfaction in this section of the results is the rating of whether housing services treats tenants **fairly and with respect**. Unfortunately, in this case the rating has fallen by six points since last year to 76%, although it is important to note that this is because a higher proportion than before picked the middle ambivalent point of the scale (19% v 14%). Indeed, the proportion of tenants that actively disagreed with this statement is essentially unchanged (11% v 12%).

The above would suggest that in the face of declining tenant satisfaction, the Council has nevertheless been performing moderately well on those core issues of customer handling most closely linked to overall satisfaction.

However, when it comes to substantive action such as providing important information and acting upon tenant's views, the survey results are notably poor relative to both the previous results and the current benchmarks.

Both the extent to which tenants are **kept informed** about issues that affect them (54% satisfied) and whether the Council **listens and acts on tenant's views** (50% satisfied) have fallen significantly by 13-14% in just a single year. Furthermore, they are both at least 15% below the benchmark.

Both of these results are almost certainly linked to repairs issues as that is the most common reason for tenants to communicate with their landlord, and performance has clearly dipped, especially in terms of timeliness (see section 6).

This is supported by the fact that pattern of responses for the final communication question in this section, the opportunities for tenants to make their views known, doesn't vary anywhere near as much over time or against benchmarks.

7. Contact and communication

7.1 Fairness and respect

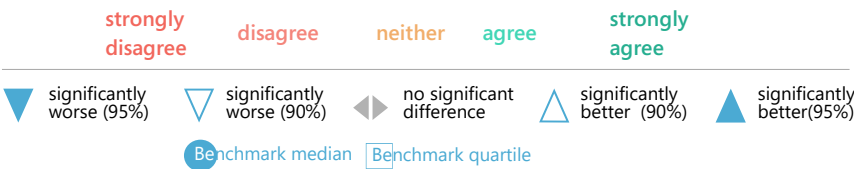
% Bases (descending) 940 | Excludes non respondents



Treat tenants fairly and with respect



agree 2023 70
agree 2022 76
error margin +/- 2.9
bench mark 77 4th

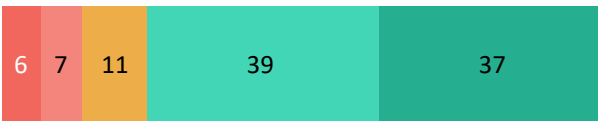


7.2 Easy to deal with

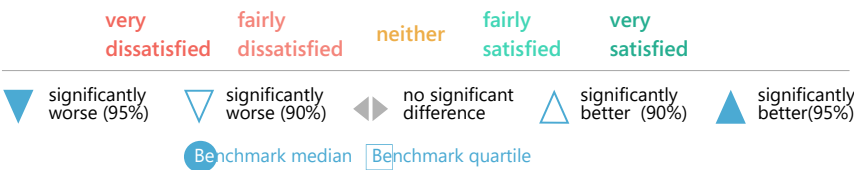
% Bases (descending) 928 | Excludes non respondents



Housing services is easy to deal with



satisfied 2023 76
satisfied 2022 75
error margin +/- 2.8
bench mark 77 3rd



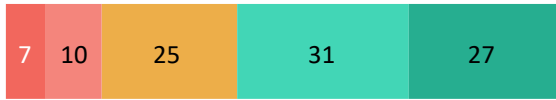
7. Contact and communication

7.3 Communication

% Bases (descending) 785, 895, 871 | Excludes non respondents



Opportunities to make views known



satisfied 2023 satisfied 2022 error margin bench mark

58 ▼ 63 +/- 3.5 66 3rd

Keep tenants informed



54 ▼ 67 +/- 3.2 74 4th

We listen to your views and act upon them



50 ▼ 64 +/- 3.3 65 4th



Change over time

- Large significant decreases in satisfaction with **listening to** and acting upon tenant's views and keeping **tenants informed**. This includes 21-22% drops amongst the **under 35s**.
- Shallower, but still statistically significant, changes for the worse in being treated **fairly and with respect** as well as the opportunities to **make views known**.
- In contrast, being **easy to deal with** rating is essentially unchanged.



By people

- Respondents aged **under 35** are significantly less likely than average to be positive about any of the topics in this section of the results by at least 13%.
- This group are especially unlikely to feel that their views are **listened to** and acted upon (35% satisfied) or that they are kept **informed** (38% satisfied).

- For all five questions in this section, **retirement age** respondents are significantly more positive than average by at least thirteen percentage points.



By place

- Those living in **houses** are the least satisfied that their views are listened to, with their opportunities to make their views known and being kept informed. Tenants in **flats** are the least likely to agree that they are treated fairly and with respect compared to those in other property types (65%).
- The only distinction in any of the ratings in this section by geographical area is that **Cramlington** respondents are typically more satisfied than average with all of the customer ratings in this section. In contrast, most were rated below average by respondents in **Seaton Delaval**.



8. Neighbourhood

58% a positive contribution to the neighbourhood



approach to handling ASB

48% ▼



The extent to which the Council makes a positive contribution to neighbourhoods is more stable than most other measures



Satisfaction with the approach to handling ASB has fallen by a statistically significant margin and is below benchmark



Neighbourhood satisfaction in Seaton Delavel has fallen, including a big drop in satisfaction with ASB handling



Conversely, the Council's contribution to the Cramlington area is rated higher than before

8. Neighbourhood

When asked to rate their local area, around three quarters of respondents are satisfied with their neighbourhood as a **place to live** (73%), compared to 15% that are dissatisfied. This rating has remained more stable than most, with just a small change since 2022 that is well within the margin of error.

When measuring neighbourhood satisfaction, the TSM regulatory framework places more focus than before on those aspects of the local environment and community that are within the purview of their landlord. This means that respondents were asked to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 58% of respondents are satisfied with, compared to 19% that are dissatisfied. This follows the same pattern as above, being essentially unchanged since last year, albeit slightly below the benchmark level.

For many residents the neighbourhood issue that has the biggest effect on their quality of life is **anti-social behaviour**. Just under half of the tenant population are satisfied with the Council's approach to handling anti-social behaviour (48%), compared to 27% that are dissatisfied. It is difficult for any landlord to get a high score on this topic, but the satisfaction level is now below the benchmark average of 53%, having **fallen** by a statistically significant 9% since 2022.



Change over time

- **No significant change** in either both the neighbourhood as a place to live or housing services contribution to the area.
- Respondents in **Seaton Delaval** are far less satisfied with the approach to handling ASB compared to a year ago (45% v 64%), and consequently also with the council's contribution to their neighbourhood (61% v 71%).



By people

- Satisfaction with all three questions is significantly higher for those aged **65 or over**, including 73% satisfied with the Council's contribution to the neighbourhood.
- Respondents aged **under 35** are significantly less satisfied with both the Council's contribution to their neighbourhood as well as the area as a place to live (52% and 57% respectively).
- Satisfaction with the handling of ASB is reasonably consistent across working age tenants of all ages (table 10.5).



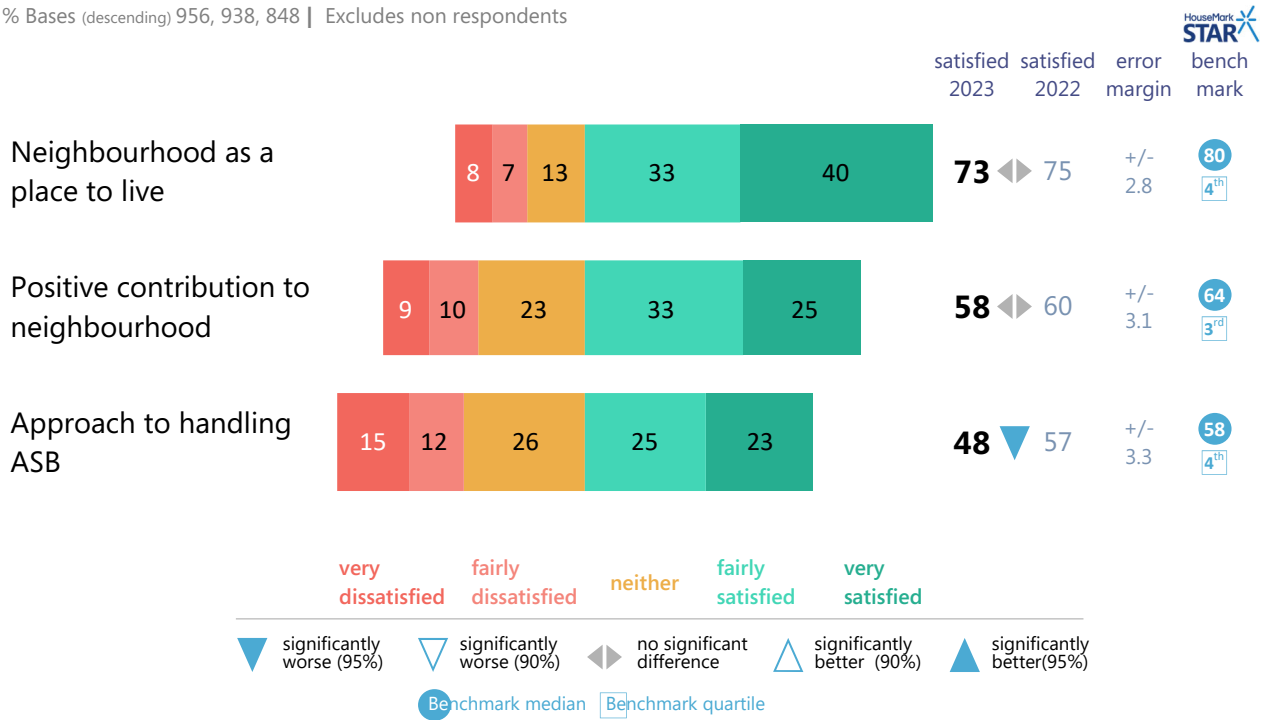
By place

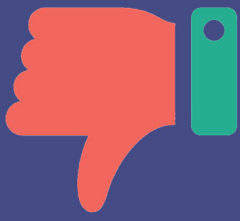
- Some variations by area in contribution to the neighbourhood, however only one of them is statistically significant with respondents in **Cramlington** significantly more satisfied than average (67%, up from 57%).
- **Seaton Delaval** residents are significantly more satisfied than average with their neighbourhood as a place to live (77%), however this score was lower than it was a year ago (86%).
- Satisfaction with ASB handling also varied across the five main areas, albeit none of them significantly so, with satisfaction highest in Cramlington (55%,) and lowest in Seaton Delaval (45%, was 64%).

8. Neighbourhood

8.1 Neighbourhood

% Bases (descending) 956, 938, 848 | Excludes non respondents





9. Complaints

24%



complaints handling

26%



said they complained



Be aware that many respondents that claim to have made a complaint will not have used the formal complaints system



The satisfaction score is asked differently from the previous years so can't be compared, but is below the 50% benchmark



Complaints are both more likely, and handled less satisfactorily, for tenants aged under 35

9. Complaints

The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions in the context of the wider experience of customers when discussing repairs and other issues with their landlord, as opposed to the much narrower formal complaints procedure. It is also important to note that the satisfaction score is routed differently from the complaints question asked in the previous survey, so the two cannot be compared.

Around a quarter of tenants that responded to the survey **claim to have made a complaint** to housing services, which is similar other recent TSM surveys completed by ARP Research. Experience with this question has shown that it will include relatively few who used the **formal complaints** process. Instead, this group should be better understood as those who had some sort of issue or problem over the last 12 months that they believed housing services needed to solve, including standard repairs reports. For example, more respondents who had a repair in the previous year also said that they had made a complaint than those who had not (26% v 15%).

Unfortunately, only around a quarter of complainants are satisfied with the Council's approach to the **handling of their complaint**, which is considerably below the benchmark median of 50% from the benchmark group. In contrast, a greater proportion are 'very' dissatisfied with the approach (33%), over half of the respondent group (57%) being either 'very' or 'fairly' dissatisfied.

Although this result is disappointing, it is likely that any action the Council takes to address the key drivers of satisfaction covered earlier in the report, in particular property maintenance and repairs, should naturally help to improve this score.

By people

- Younger tenants aged **under 35** are more likely to have complained to the council than those of retirement age (31% v 19%).
- Respondents aged under 35 are also significantly less satisfied with complaint handling (15%), compared to 27% of the next oldest age group (35-49 year olds).
- In contrast more than a third of the over 65s are satisfied (35%).

By place

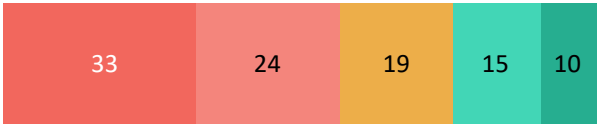
- Respondents in **flats** are more likely to have complained than tenants in houses (37% and 25% respectively), with the former also having a greater level of dissatisfaction with how it was handled (65%, including 42% 'very dissatisfied').
- **Seaton Delaval** tenants are more likely to have made a complaint (32%) compared to only 21% of tenants in Cramlington, with only 23% of the former satisfied with how it was handled.
- Due to the smaller base sizes there are no statistically significant differences between the five areas on satisfaction with the approach, but the score is highest in Blyth North (36%), falling to 18% in Alnwick.

9.1 Complaints

% Base 252 | Made a complaint in the last 12 month. Excludes non respondents



Approach to handling complaints



satisfied 2023 error margin bench mark

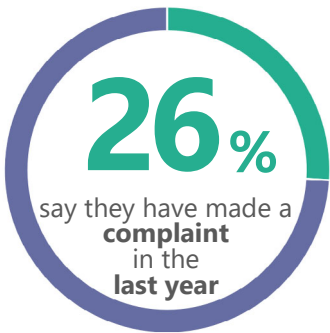
24

+/- 5.4

50 4th

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

Benchmark median Benchmark quartile





10. Respondent profile

In addition to documenting the demographic profile of the sample, table 10.5 in this section also display the core survey questions according to the main equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

10.1 Area

% Base 990

Alnwick
Blyth North
Blyth South
Cramlington
Seaton Delaval
West

Total	%	%
203	20.5	20.6
200	20.2	22.1
219	22.1	22.8
188	19	18.4
175	17.7	15.8
4	0.4	0.3

2023
2022

10.2 Patch

% Base 990

Allendale
Alnwick Central
Alnwick North
Alnwick West
Blyth North 1
Blyth North 2
Blyth North Flats 1
Blyth North Flats 2
Blyth North Flats 3
Blyth North Flats 4

Total	%	%
4	0.4	0.3
77	7.8	9.1
70	7.1	6.3
55	5.6	5.1
120	12.1	10.8
70	7.1	9.5
1	0.1	0.5
5	0.5	0.5
3	0.3	0.5
2	0.2	0.4

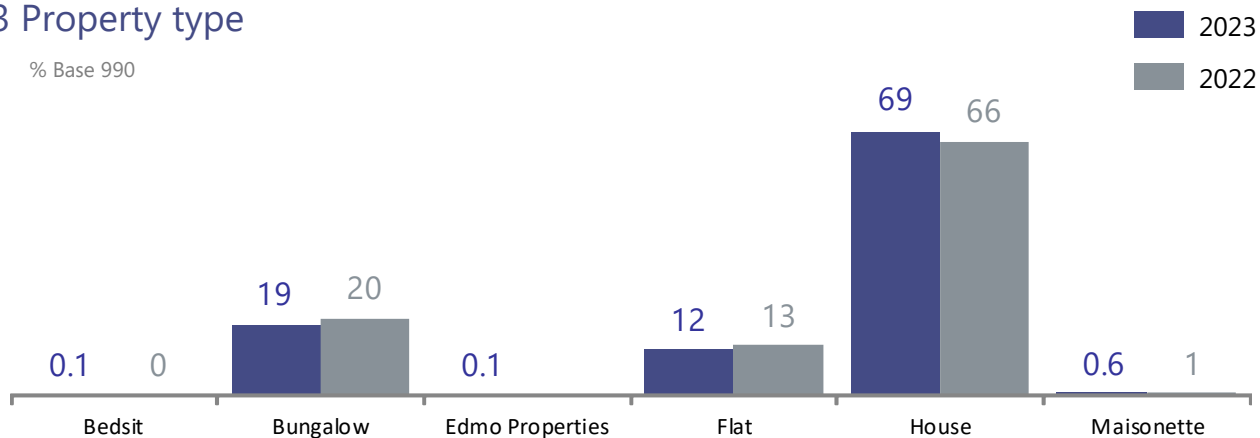
Blyth South 1
Blyth South 2
Blyth South 4
Cramlington 1
Cramlington 2
East Hartford
Seaton Delaval 2
Seaton Delaval 3

Total	%	%
103	10.4	10.0
74	7.5	8.7
42	4.2	4.1
76	7.7	7.0
96	9.7	10.0
16	1.6	1.4
135	13.6	11.7
40	4.0	4.2

10. Respondent profile

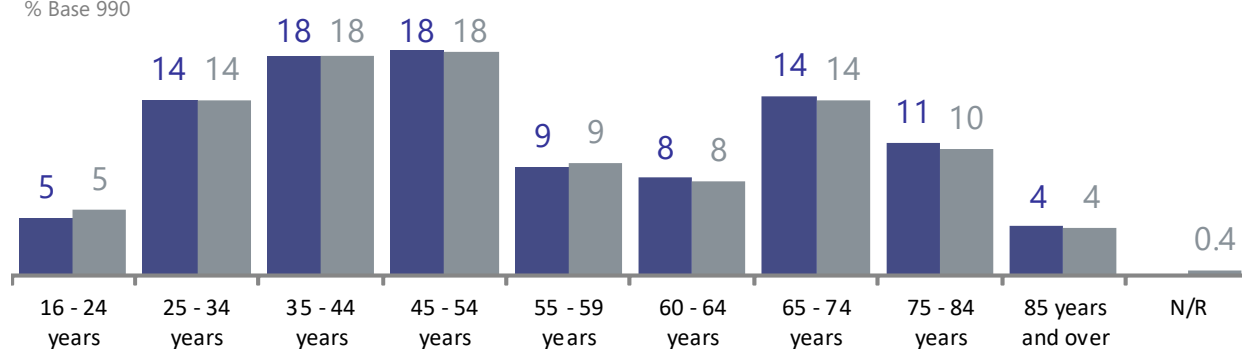
10.3 Property type

% Base 990



10.4 Main tenant age

% Base 990



10. Respondent profile

10.5 Core questions by age group

		% positive			
	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	990	185	241	278	286
Service overall	73	62	67	71	87
Home is safe	72	66	66	70	84
Home is well maintained	67	52	61	67	82
Communal areas clean & well maintained	58	39	56	56	67
Repairs in last 12 months	74	55	68	76	89
Time taken to complete last repair	66	46	61	65	85
Rent value for money	73	62	68	68	89
Service charge value for money	65	53	61	58	84
Listens to views and acts upon them	50	35	45	47	66
Opportunities to make views known	58	43	52	60	73
Being kept informed	54	38	47	51	71
Treated fairly and with respect	70	57	64	68	86
Easy to deal with	76	59	72	76	89
Positive contribution to neighbourhood	58	52	51	51	73
Neighbourhood as a place to live	73	57	71	71	85
Approach to handling ASB	48	45	40	40	63
Approach to handling complaints	24	15	27	21	35

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between May and June 2023.

Responses

Overall, 990 tenants took part in the survey, which represented a response rate of 26% of those households selected in the sample (error margin $\pm 2.9\%$). This comfortably exceeded the stipulated TSM target error margin of $\pm 4.0\%$.

There were 604 postal completions (61%) and 386 online completions (39%).

Sampling

A computer-generated randomly selected half census of tenant households were invited to take part in the survey (1490).

Fieldwork

Paper self completion questionnaires were distributed to selected sample, followed by online survey reminders sent to non-respondents via email and SMS where suitable contacts were available, for a total of two emails and two text messages.

Population

The population for the survey was all 7,638 Northumberland County Council LCRA households on 10 May 2023. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate.

Representativeness

The final survey data was weighted by interlaced age group and property type and stock type to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Area

	Population	Survey
Alnwick	20.9	20.5
Blyth North	21.7	20.2
Blyth South	21.7	22.1
Cramlington	18.6	19.0
East	0.6	0.0
Seaton Delaval	16.2	17.7
West	0.3	0.4

Property type

	Population	Survey
Bedsit	0.2	0.1
Bungalow	18.5	18.5
Edmo	0.2	0.1
Flat	12.0	12.0
House	68.4	68.7
Maisonette	0.7	0.6

Age Group

	Population	Survey
18 - 24 years	4.8	4.6
25 - 34 years	14.2	14.0
35 - 44 years	17.6	17.7
45 - 54 years	18.1	18.2
55 - 59 years	8.7	8.7
60 - 64 years	7.8	7.8
65 - 74 years	14.3	14.3
75 - 84 years	10.5	10.6
85+	3.9	3.9

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against the Housemark STAR database, with the benchmarking group being national LCRA landlords. For the overall satisfaction score this included 198 landlords.



Appendix B. Example questionnaire


Northumberland
County Council

Mr A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

15 May 2023

Dear {name}

Have your say about the Council as your landlord!

Your views are really important to us and this is your chance to tell us what you think of the home and services you receive. We are running the enclosed survey to help us understand your opinions, and what you would like to see us do in the future.


This is part of the new annual Tenant Satisfaction Measures that the Regulator of Social Housing has just introduced. At the end of every financial year we, along with all other social housing landlords, will publish a range of standard customer satisfaction information which will include the results from this survey.

Please take just five minutes to complete the survey by **Wednesday 21 June 2023** and return it in the Freepost envelope provided, no stamp is required. Alternatively you can complete the survey online at www.arpsurveys.co.uk/ncc or simply scan the barcode in the top right hand corner if you are using a smartphone. When prompted, type in the following code: **9999mwmw**

We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf in line with data protection rules (GDPR). The survey is completely confidential which means that your answers, including any about your personal characteristics, will be kept separate from your identity. In addition, your details will be used for this survey only and will be stored for no longer than is necessary to complete it.


If you have any questions or concerns, need a copy in an alternative format or need someone to help you complete it, please ring us on 0845 600 6400.

Thank you for taking part!



scan me
code: **9999mwmw**


EMPLOYER


Housing & Public Protection, Northumberland County Council, Compass House,
68 Freehold Street, Blyth, Northumberland, NE24 2BA.
www.northumberland.gov.uk

Appendix B. Example questionnaire



Northumberland
County Council



scan me

arpsurveys.co.uk/ncc

Tenant Satisfaction Survey 2023

your code:
9999mnmw

return by 21 June

About us

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Northumberland Council housing services?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Your home

2 How satisfied or dissatisfied are you that Northumberland Council housing services provides a home that is well maintained?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Northumberland Council housing services provides a home that is safe?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

If you need this survey in Large Print or in another format or language please contact us:

Telephone 0845 600 6400
Fax 01670 511413
Text phone 01670 542521
Typetalk 018001 0845 600 6400

Your neighbourhood

4 How satisfied or dissatisfied are you that Northumberland Council housing services makes a positive contribution to your neighbourhood?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

5 How satisfied or dissatisfied are you with Northumberland Council housing services' approach to handling anti-social behaviour?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

6 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

Repairs and maintenance

7 Has Northumberland Council housing services carried out a repair to your home in the last 12 months?

☐ Yes go to Q8 ↓ ☐ No go to Q10 →


8 How satisfied or dissatisfied are you with the overall repairs service from Northumberland Council housing services over the last 12 months?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

9 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

2



Northumberland
County Council

Communal areas

10 Do you live in a building with communal areas, either inside or outside, that Northumberland Council housing services is responsible for maintaining?

☐ Yes go to Q11 ↓ ☐ No go to Q12 ↗ ☐ Don't know go to Q12 ↗

11 How satisfied or dissatisfied are you that Northumberland Council housing services keeps these communal areas clean and well maintained?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Communication

12 How satisfied or dissatisfied are you that Northumberland Council housing services listens to your views and acts upon them?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

13 How satisfied or dissatisfied are you that Northumberland Council housing services keeps you informed about things that matter to you?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

14 To what extent do you agree or disagree with the following "Northumberland Council housing services treats me fairly and with respect"?

Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly disagree ☐ Not applicable/ don't know ☐

15 How satisfied or dissatisfied are you that Northumberland Council housing services:

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

a. Is easy to deal with? ☐ ☐ ☐ ☐ ☐ ☐

b. Give you the opportunity to make your views known? ☐ ☐ ☐ ☐ ☐ ☐

Complaints

16 Have you made a complaint to Northumberland Council housing services in the last 12 months?

☐ Yes go to Q17 ↓ ☐ No go to Q18 ↗

17 How satisfied or dissatisfied are you with Northumberland Council housing services' approach to complaints handling?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Value for money


18 How satisfied or dissatisfied are you that:

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

a. Your rent provides value for money? ☐ ☐ ☐ ☐ ☐ ☐

b. Your service charges provide value for money? ☐ ☐ ☐ ☐ ☐ ☐

Thank you!

 Please now return in the enclosed freepost envelope.

RETURN TO: Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix 3. Data summary

Representative. Weighted by age and property type

Count % raw % valid % +ve

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Northumberland Council Housing Services?

Base: 990

1:	Very satisfied	331	33.4	33.7	73.0
2:	Fairly satisfied	386	39.0	39.3	
3:	Neither satisfied nor dissatisfied	122	12.3	12.4	
4:	Fairly dissatisfied	83	8.4	8.4	
5:	Very dissatisfied	61	6.2	6.2	
	N/R	8	0.8		

Q2 How satisfied or dissatisfied are you that Northumberland Council housing services provides a home that is well maintained?

Base: 990

6:	Very satisfied	318	32.1	32.6	67.1
7:	Fairly satisfied	336	33.9	34.5	
8:	Neither satisfied nor dissatisfied	125	12.6	12.8	
9:	Fairly dissatisfied	118	11.9	12.1	
10:	Very dissatisfied	78	7.9	8.0	
	N/R	16	1.6		

Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Northumberland Council housing services provides a home that is safe?

Base: 990

11:	Very satisfied	365	36.9	37.7	72.4
12:	Fairly satisfied	336	33.9	34.7	
13:	Neither satisfied nor dissatisfied	114	11.5	11.8	
14:	Fairly dissatisfied	75	7.6	7.7	
15:	Very dissatisfied	78	7.9	8.1	
16:	Not applicable/ don't know	4	0.4		
	N/R	17	1.7		

Q4 How satisfied or dissatisfied are you that Northumberland Council housing services makes a positive contribution to your neighbourhood?

Base: 990

17:	Very satisfied	230	23.2	24.5	57.5
18:	Fairly satisfied	310	31.3	33.0	
19:	Neither satisfied nor dissatisfied	213	21.5	22.7	
20:	Fairly dissatisfied	98	9.9	10.4	
21:	Very dissatisfied	87	8.8	9.3	
22:	Not applicable/ don't know	23	2.3		
	N/R	29	2.9		

Q5 How satisfied or dissatisfied are you with Northumberland Council housing services' approach to handling anti-social behaviour?

Base: 990

23:	Very satisfied	191	19.3	22.5	47.6
24:	Fairly satisfied	213	21.5	25.1	
25:	Neither satisfied nor dissatisfied	216	21.8	25.5	
26:	Fairly dissatisfied	101	10.2	11.9	
27:	Very dissatisfied	127	12.8	15.0	
28:	Not applicable/ don't know	112	11.3		
	N/R	30	3.0		

Q6 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Base: 990

29:	Very satisfied	382	38.6	40.0	72.6
-----	----------------	-----	------	------	-------------

Appendix 3. Data summary

Representative. Weighted by age and property type				
	Count	% raw	% valid	% +ve
30: Fairly satisfied	312	31.5	32.6	
31: Neither satisfied nor dissatisfied	120	12.1	12.6	
32: Fairly dissatisfied	68	6.9	7.1	
33: Very dissatisfied	74	7.5	7.7	
34: Not applicable/ don't know	2	0.2		
N/R	32	3.2		
Q7 Has Northumberland Council housing services carried out a repair to your home in the last 12 months?				
Base: 990				
35: Yes	758	76.6		
36: No	198	20.0		
N/R	34	3.4		
Q8 How satisfied or dissatisfied are you with the overall repairs service from Northumberland Council housing services over the last 12 months?				
Base: 758				
37: Very satisfied	342	34.5	45.4	74.0
38: Fairly satisfied	216	21.8	28.6	
39: Neither satisfied nor dissatisfied	67	6.8	8.9	
40: Fairly dissatisfied	71	7.2	9.4	
41: Very dissatisfied	58	5.9	7.7	
N/R	236	23.8	0.5	
Q9 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?				
Base: 758				
42: Very satisfied	301	30.4	39.9	65.9
43: Fairly satisfied	196	19.8	26.0	
44: Neither satisfied nor dissatisfied	75	7.6	9.9	
45: Fairly dissatisfied	81	8.2	10.7	
46: Very dissatisfied	102	10.3	13.5	
N/R	235	23.7	0.4	
Q10 Do you live in a building with communal areas, either inside or outside, that Northumberland Council housing services is responsible for maintaining?				
Base: 990				
47: Yes	235	23.7		
48: No	646	65.3		
49: Don't know	49	4.9		
N/R	60	6.1		
Q11 How satisfied or dissatisfied are you that Northumberland Council housing services keeps these communal areas clean and well maintained?				
Base: 235				
50: Very satisfied	58	5.9	24.9	57.5
51: Fairly satisfied	76	7.7	32.6	
52: Neither satisfied nor dissatisfied	31	3.1	13.3	
53: Fairly dissatisfied	31	3.1	13.3	
54: Very dissatisfied	37	3.7	15.9	
N/R	757	76.5	0.9	
Q12 How satisfied or dissatisfied are you that Northumberland Council housing services listens to your views and acts upon them?				
Base: 990				

Appendix 3. Data summary

Representative. Weighted by age and property type				
	Count	% raw	% valid	% +ve
55: Very satisfied	190	19.2	21.8	50.2
56: Fairly satisfied	247	24.9	28.4	
57: Neither satisfied nor dissatisfied	226	22.8	25.9	
58: Fairly dissatisfied	96	9.7	11.0	
59: Very dissatisfied	112	11.3	12.9	
60: Not applicable/ don't know	79	8.0		
N/R	39	3.9		
Q13 How satisfied or dissatisfied are you that Northumberland Council housing services keeps you informed about things that matter to you?				
	Base: 990			
61: Very satisfied	225	22.7	25.1	53.9
62: Fairly satisfied	258	26.1	28.8	
63: Neither satisfied nor dissatisfied	246	24.8	27.5	
64: Fairly dissatisfied	85	8.6	9.5	
65: Very dissatisfied	81	8.2	9.1	
66: Not applicable/ don't know	56	5.7		
N/R	39	3.9		
Q14 To what extent do you agree or disagree with the following "Northumberland Council housing services treats me fairly and with respect"?				
	Base: 990			
67: Strongly agree	261	26.4	27.8	70.5
68: Agree	401	40.5	42.7	
69: Neither agree nor disagree	180	18.2	19.1	
70: Disagree	44	4.4	4.7	
71: Strongly disagree	54	5.5	5.7	
72: Not applicable/ don't know	14	1.4		
N/R	36	3.6		
Q15a Is easy to deal with?				
	Base: 990			
73: Very satisfied	339	34.2	36.5	75.5
74: Fairly satisfied	362	36.6	39.0	
75: Neither	104	10.5	11.2	
76: Fairly dissatisfied	64	6.5	6.9	
77: Very dissatisfied	59	6.0	6.4	
78: No opinion	21	2.1		
N/R	42	4.2		
Q15b Give you the opportunity to make your views known?				
	Base: 990			
79: Very satisfied	211	21.3	26.9	58.2
80: Fairly satisfied	246	24.8	31.3	
81: Neither	193	19.5	24.6	
82: Fairly dissatisfied	80	8.1	10.2	
83: Very dissatisfied	55	5.6	7.0	
84: No opinion	96	9.7		
N/R	109	11.0		
Q16 Have you made a complaint to Northumberland Council housing services in the last 12 months?				
	Base: 990			
85: Yes	253	25.6		
86: No	678	68.5		

Appendix 3. Data summary

Representative. Weighted by age and property type				
	Count	% raw	% valid	% +ve
N/R	59	6.0		
Q17 How satisfied or dissatisfied are you with Northumberland Council housing services' approach to complaints handling?				
	Base: 253			
87: Very satisfied	24	2.4	9.5	24.2
88: Fairly satisfied	37	3.7	14.7	
89: Neither satisfied nor dissatisfied	48	4.8	19.0	
90: Fairly dissatisfied	61	6.2	24.2	
91: Very dissatisfied	82	8.3	32.5	
N/R	739	74.6	0.8	
Q18a Your rent provides value for money?				
	Base: 990			
92: Very satisfied	339	34.2	36.9	73.1
93: Fairly satisfied	332	33.5	36.2	
94: Neither	102	10.3	11.1	
95: Fairly dissatisfied	79	8.0	8.6	
96: Very dissatisfied	66	6.7	7.2	
97: No opinion	29	2.9		
N/R	44	4.4		
Q18b Your service charges provide value for money?				
	Base: 990			
98: Very satisfied	219	22.1	28.9	65.0
99: Fairly satisfied	273	27.6	36.1	
100: Neither	144	14.5	19.0	
101: Fairly dissatisfied	56	5.7	7.4	
102: Very dissatisfied	65	6.6	8.6	
103: No opinion	153	15.5		
N/R	80	8.1		
D101 Area				
	Base: 990			
104: Alnwick	203	20.5		
105: Blyth North	200	20.2		
106: Blyth South	219	22.1		
107: Cramlington	188	19.0		
108: East	0	0.0		
109: Seaton Delaval	175	17.7		
110: West	4	0.4		
N/R	0	0.0		
D102 Patch				
	Base: 990			
111: Allendale	4	0.4		
112: Alnwick Central	77	7.8		
113: Alnwick North	70	7.1		
114: Alnwick West	55	5.6		
115: Ashington	0	0.0		
116: Bedlington	0	0.0		
117: Blyth North 1	120	12.1		
118: Blyth North 2	70	7.1		
119: Blyth North Flats 1	1	0.1		
120: Blyth North Flats 2	5	0.5		
121: Blyth North Flats 3	3	0.3		
122: Blyth North Flats 4	2	0.2		
123: Blyth South 1	103	10.4		

Appendix 3. Data summary

Representative. Weighted by age and property type			
	Count	% raw	% valid % +ve
124: Blyth South 2	74	7.5	
125: Blyth South 4	42	4.2	
126: Concorde House	0	0.0	
127: Cramlington 1	76	7.7	
128: Cramlington 2	96	9.7	
129: East Hartford	16	1.6	
130: Grt - Hartford Grt Site	0	0.0	
131: Grt - Lynemouth Grt Site	0	0.0	
132: Haltwhistle	0	0.0	
133: Morpeth	0	0.0	
134: Pegswood	0	0.0	
135: Seaton Delaval 2	135	13.6	
136: Seaton Delaval 3	40	4.0	
N/R	0	0.0	
D103 Property type		Base: 990	
137: Bedsit	1	0.1	
138: Bungalow	183	18.5	
139: Edmo Properties	1	0.1	
140: Flat	119	12.0	
141: Grt Pitch	0	0.0	
142: House	680	68.7	
143: Maisonette	6	0.6	
N/R	0	0.0	
D104 Age group		Base: 990	
144: 16 - 24 years	46	4.6	
145: 25 - 34 years	139	14.0	
146: 35 - 44 years	175	17.7	
147: 45 - 54 years	180	18.2	
148: 55 - 59 years	86	8.7	
149: 60 - 64 years	77	7.8	
150: 65 - 74 years	142	14.3	
151: 75 - 84 years	105	10.6	
152: 85 years and over	39	3.9	
N/R	0	0.0	
D105 Age group [simple]		Base: 990	
153: 16-34	185	18.7	
154: 35-49	241	24.3	
155: 50-64	278	28.1	
156: 65+	286	28.9	
N/R	0	0.0	



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